



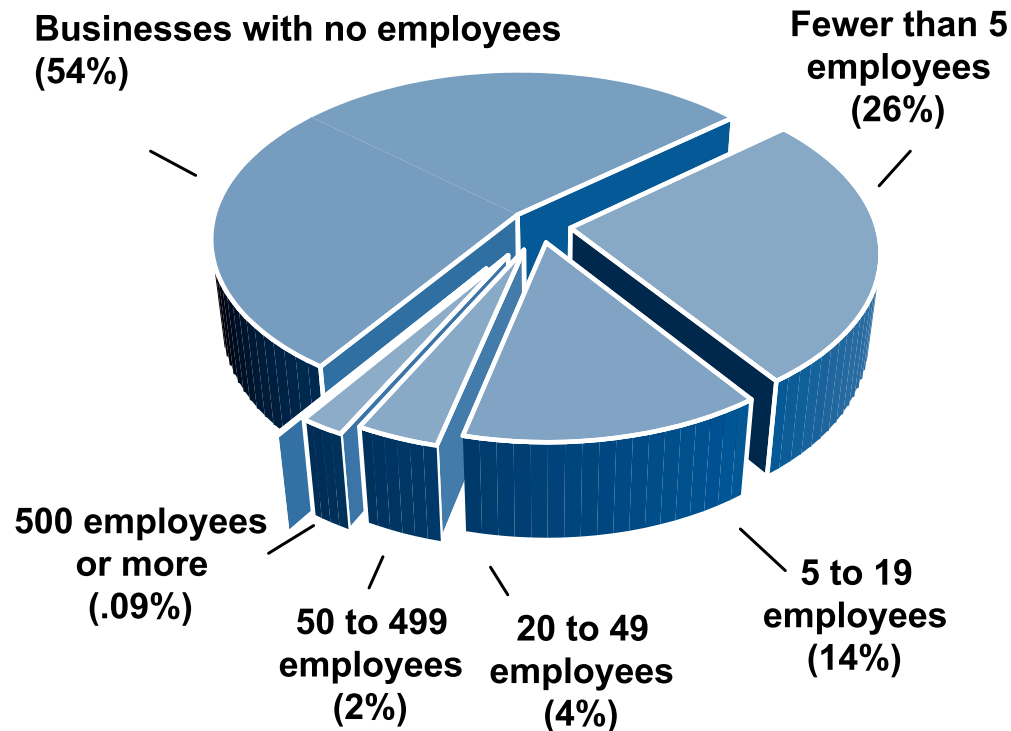
**CANADIAN FEDERATION
OF INDEPENDENT BUSINESS**

Powered by Entrepreneurs™

Best Practices in

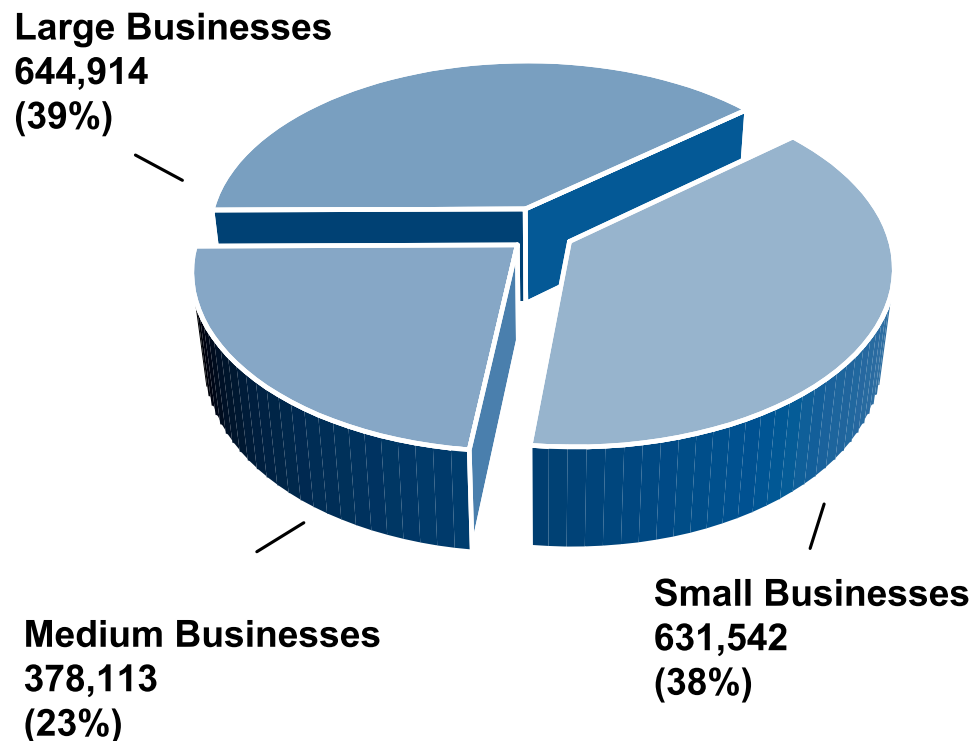
October 29, 2008

A Few Facts About Small Business: Most BC Businesses are Small



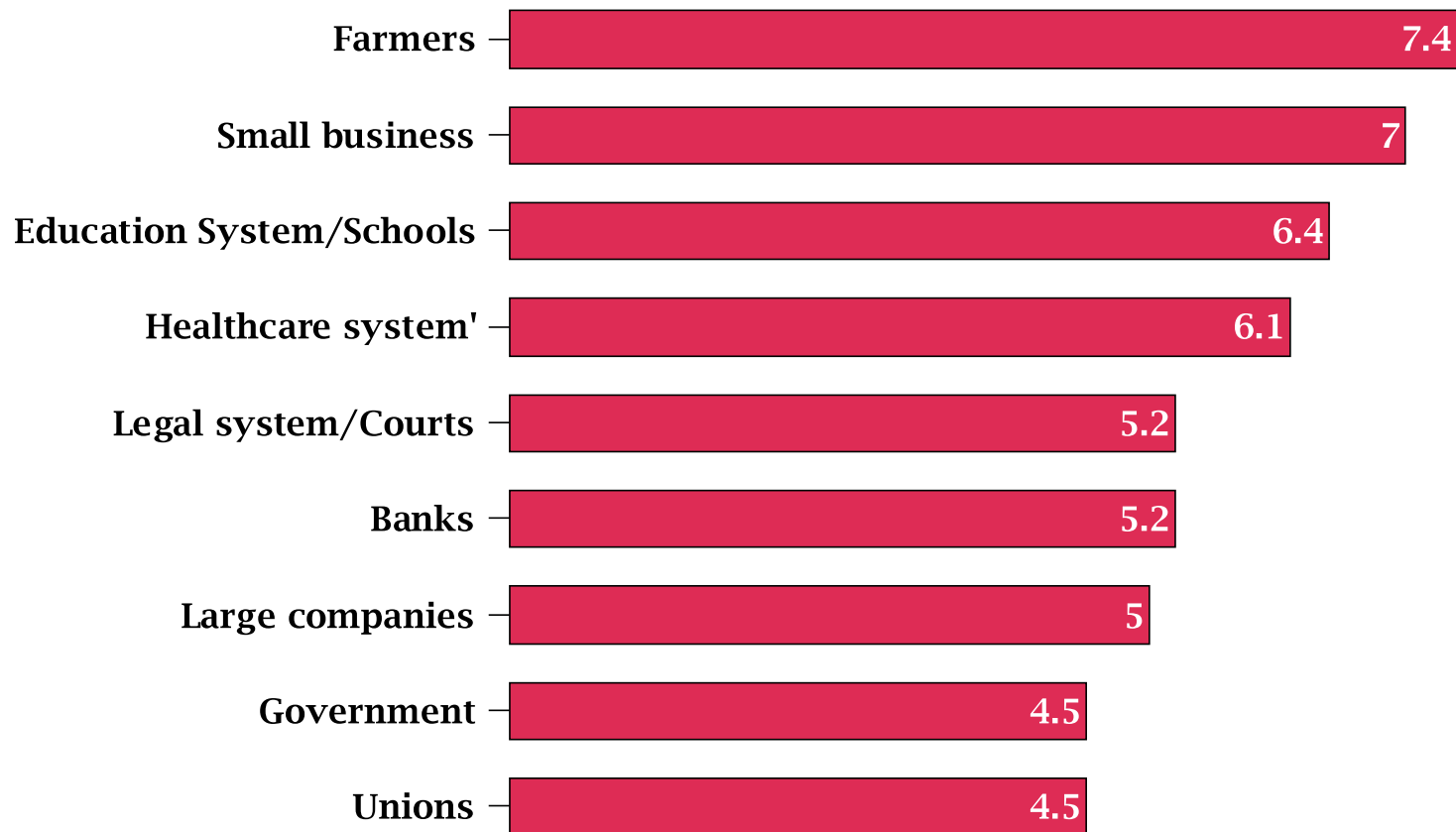
Number of Establishments: 346,316

Most British Columbians Work for Small- and Medium-sized Businesses

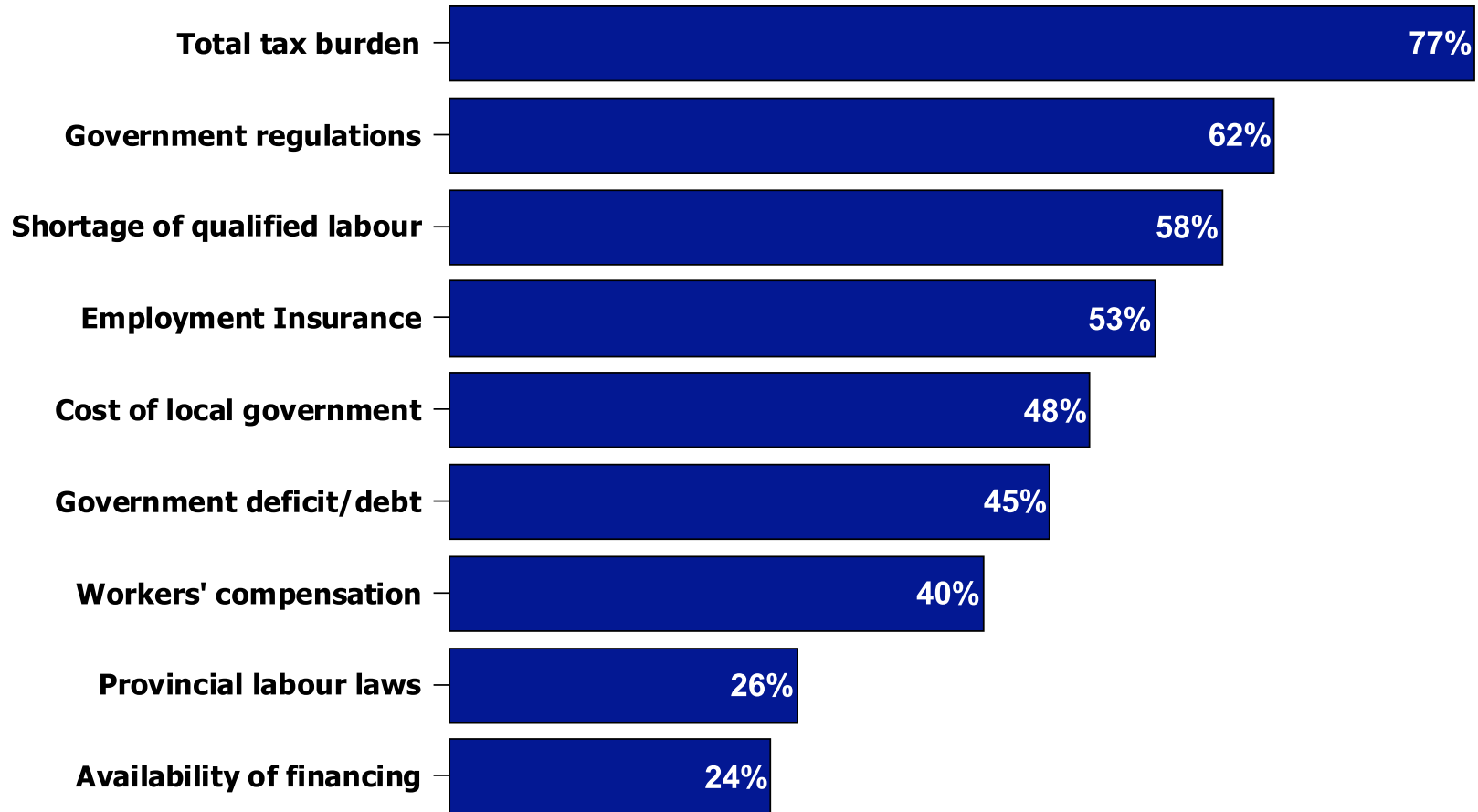


Number of Employees: 1.6 million

Canadians' Respect for Different Groups and Institutions

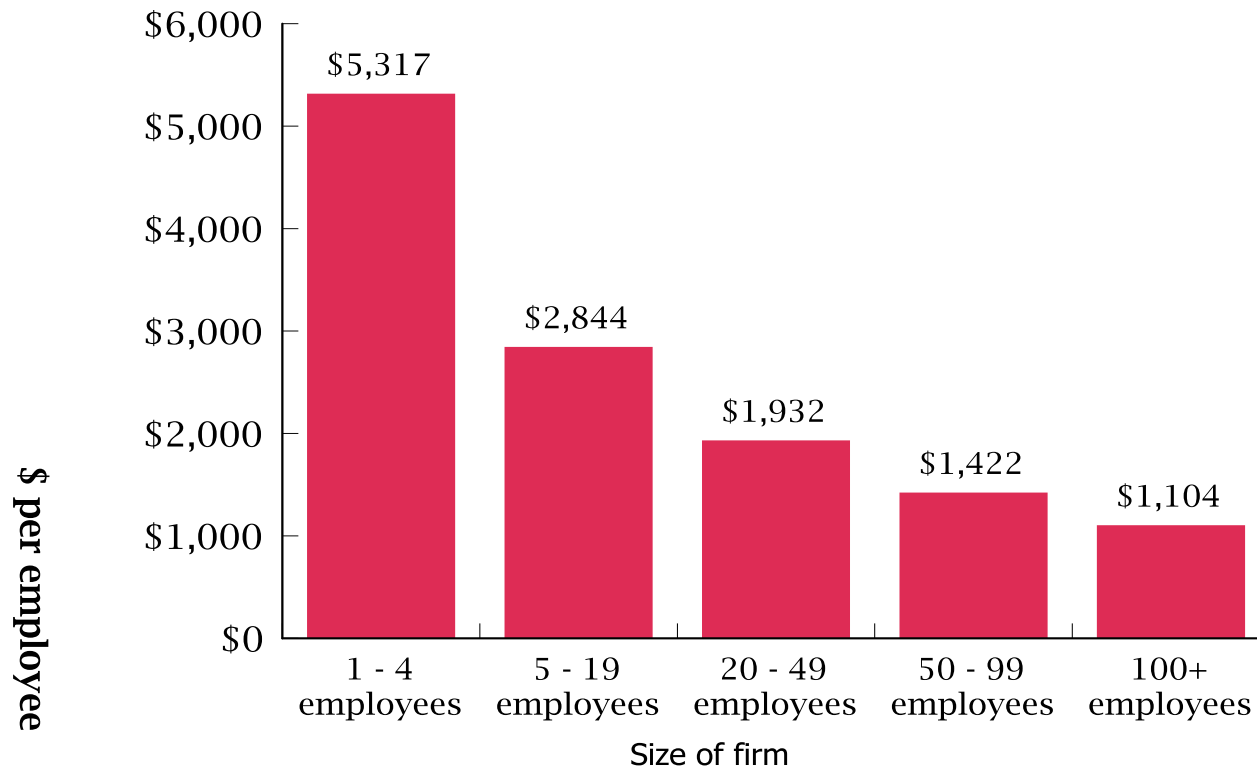


High Priority Issues for Small- and Medium-sized Businesses



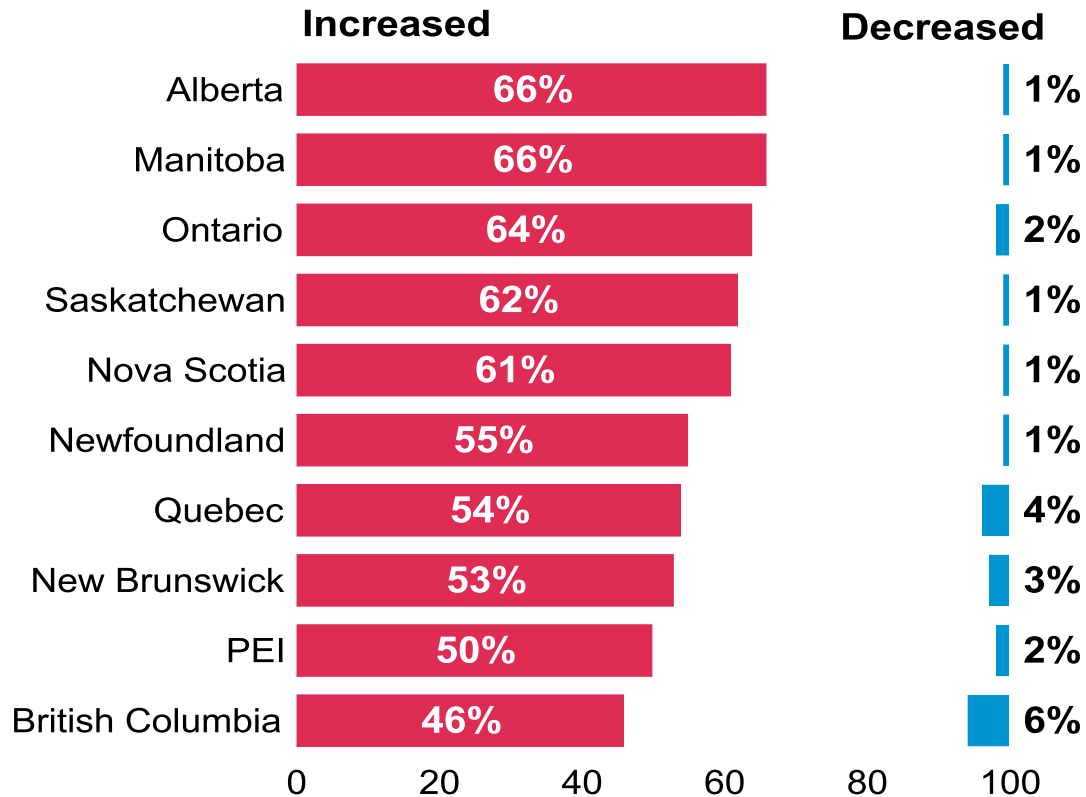
Red Tape

a \$33 billion a year headache for business

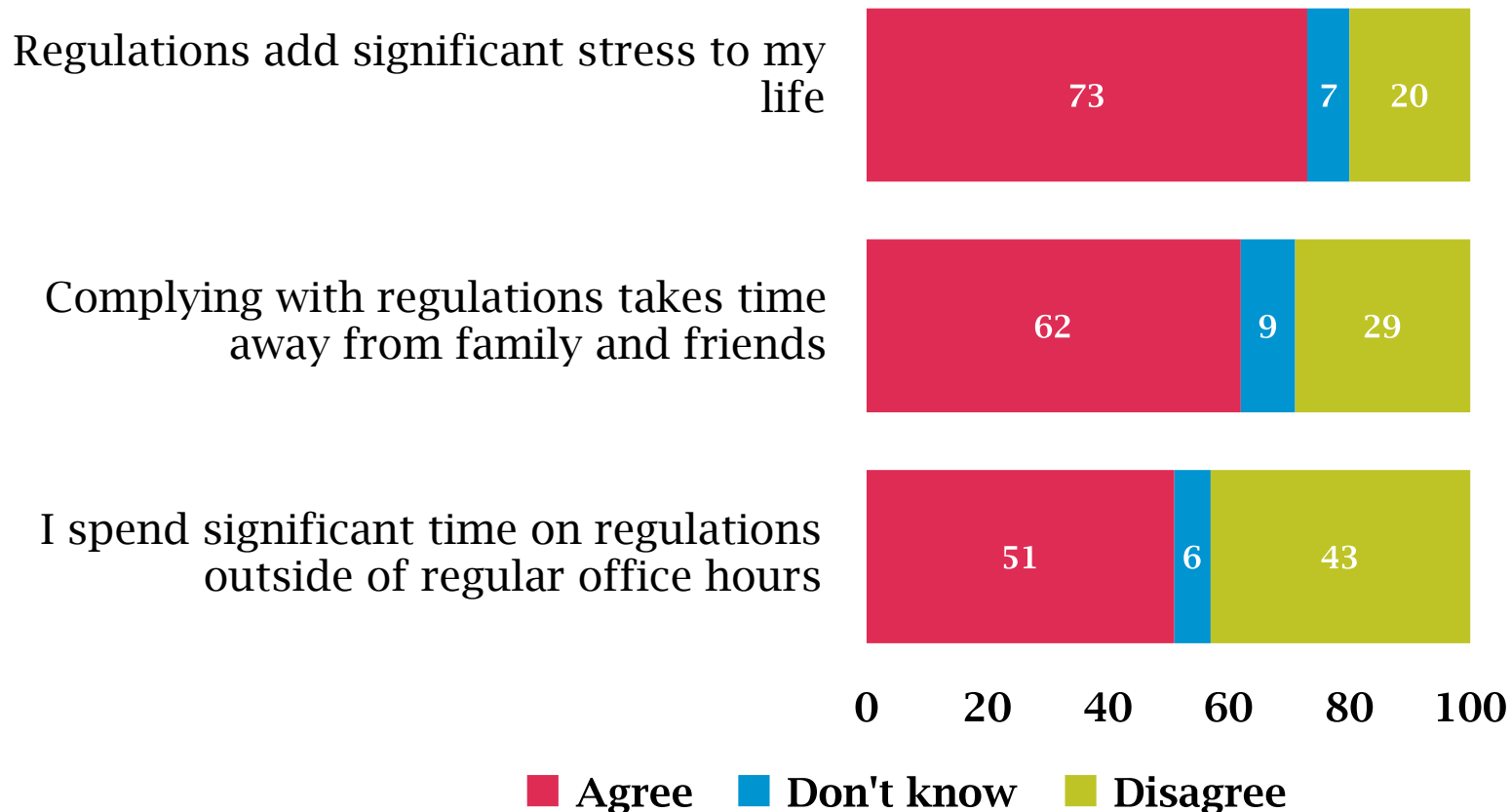


Red Tape an Increasing Burden

How has the regulatory burden changed during the past 3 years?

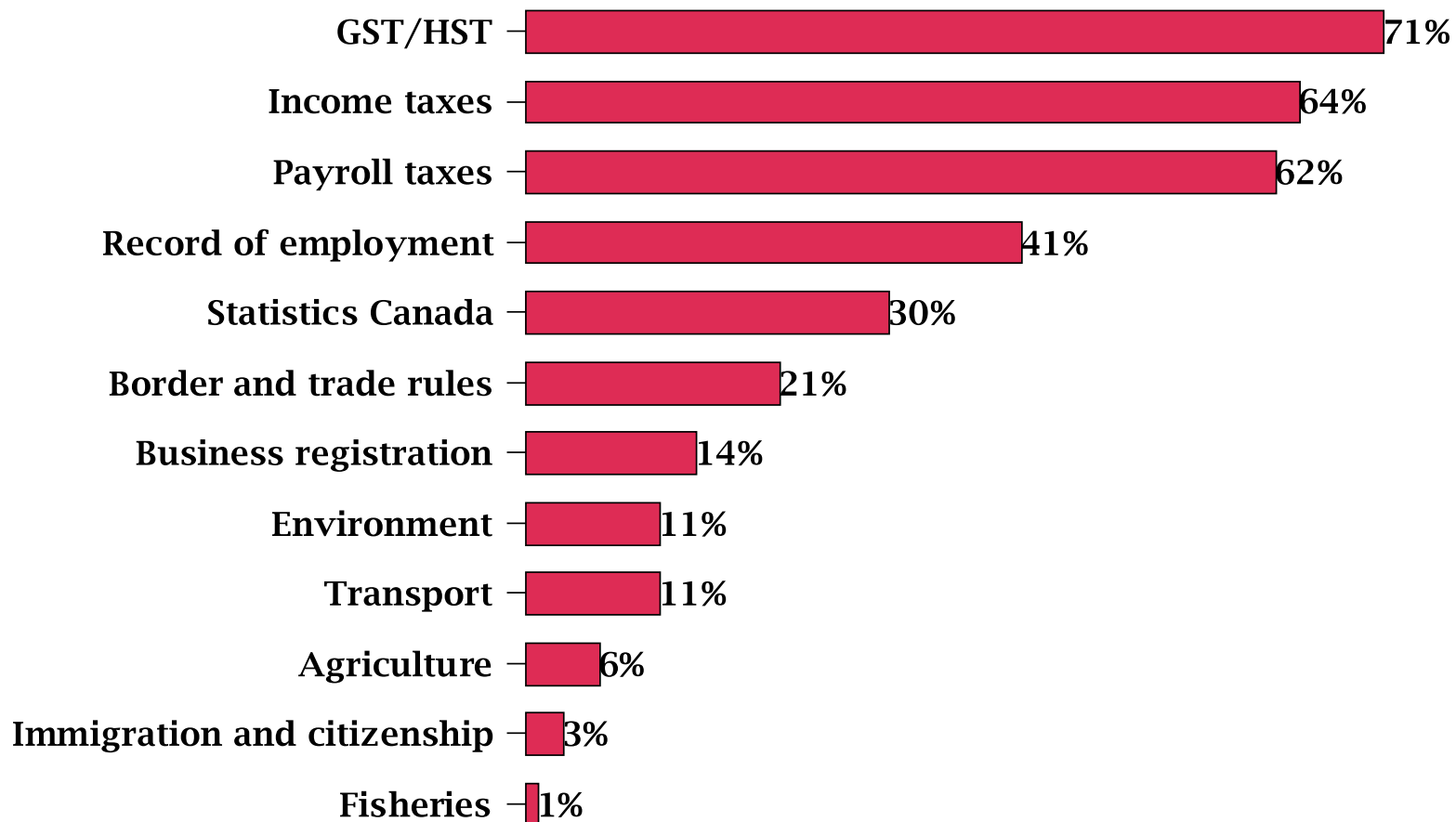


Red Tape=Serious Stress



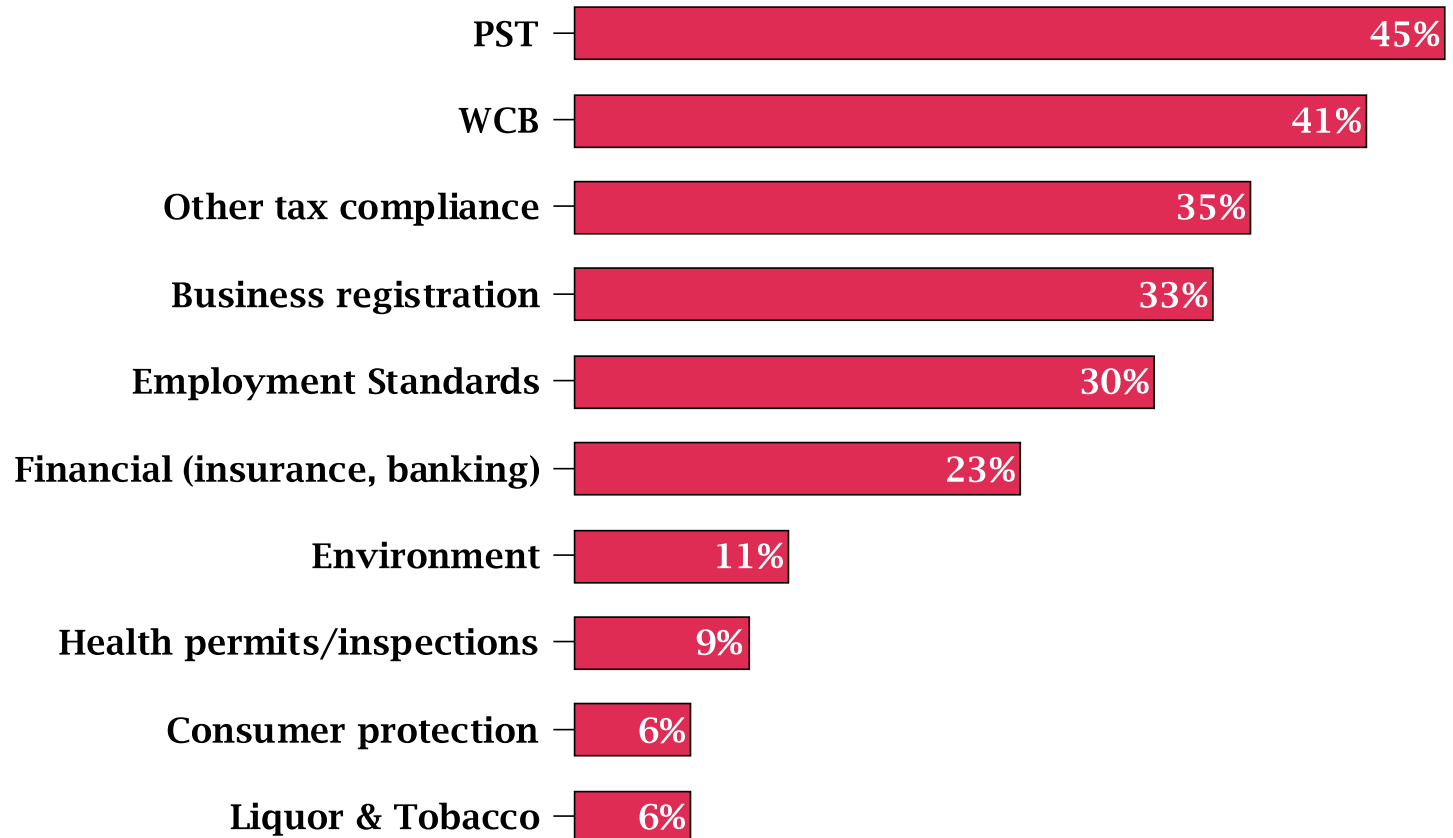
Federal Regulations

Which federal regulations are most burdensome to your business?



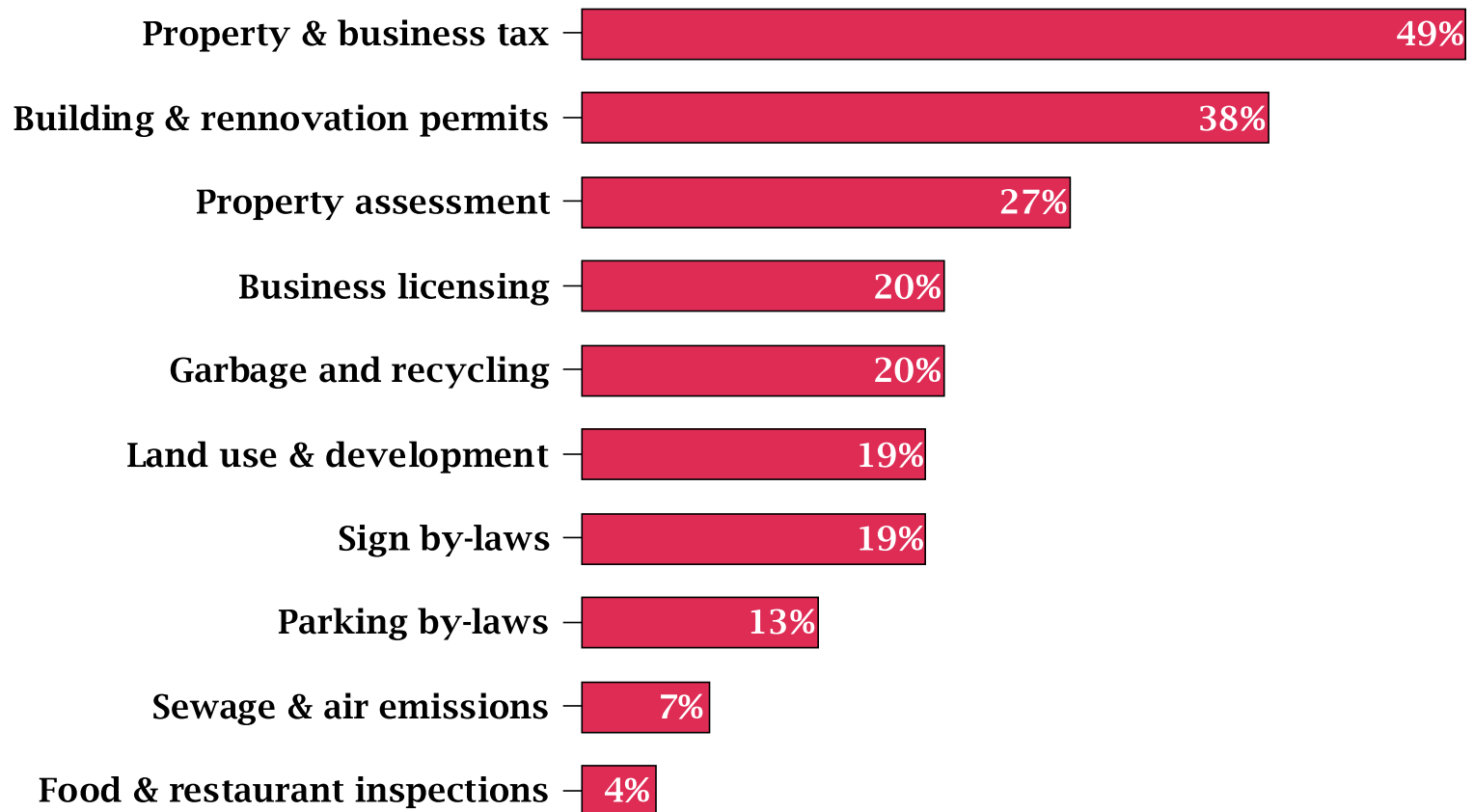
Provincial Regulations

Which provincial regulations are most burdensome to your business?



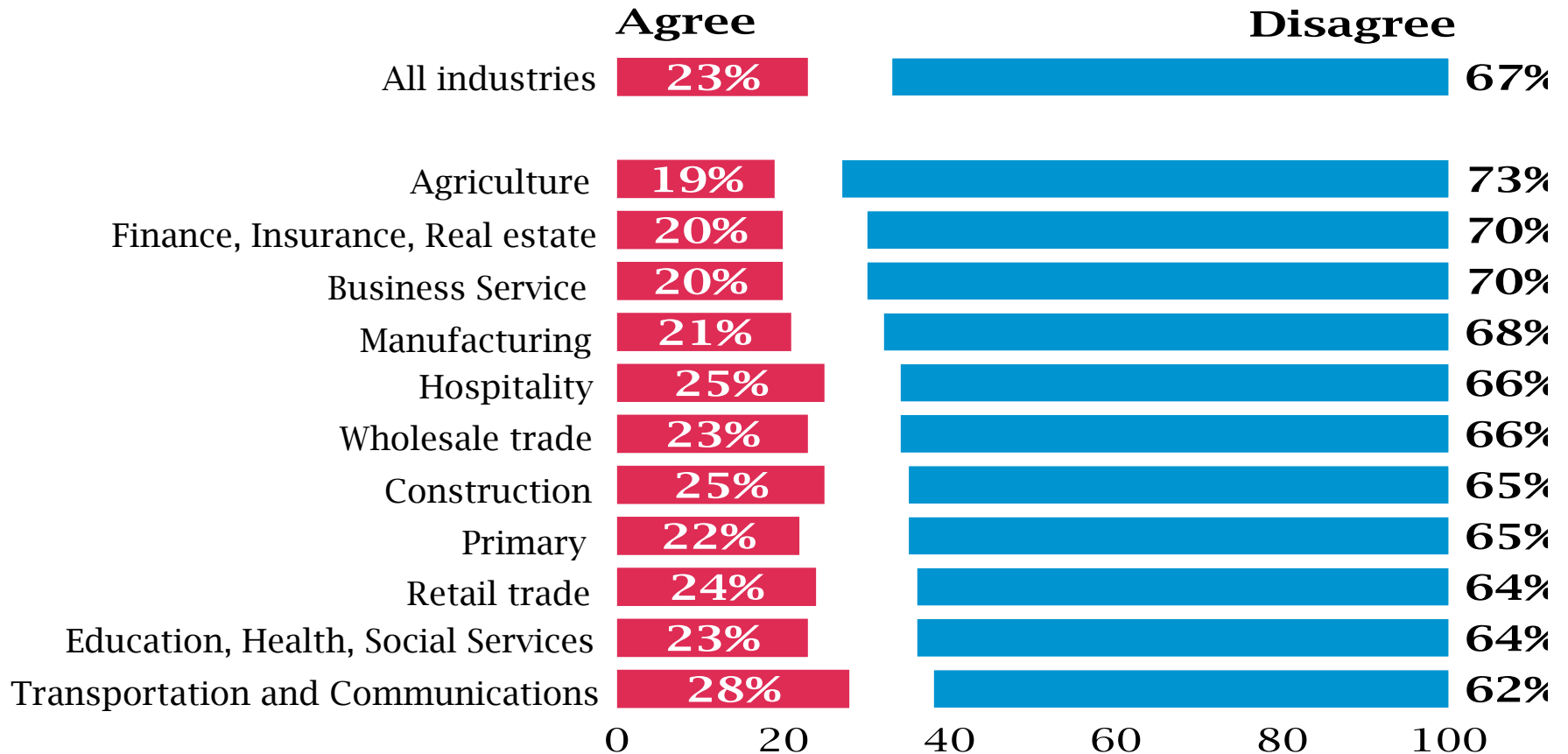
Municipal Regulations

Which municipal regulations are most burdensome to your business?



Regulatory Reform: A History of Failure

Governments are aware of how regulations impact my business



Regulatory Reform: A History of Failure

- Government treat regulatory reform as a “one off”
- Nature of the problem not well understood and the cost of regulation is hidden
- Effective reform is hard work and requires a commitment from all departments and agencies

Regulatory Reform: A New Approach

What are the principles of sound reform?

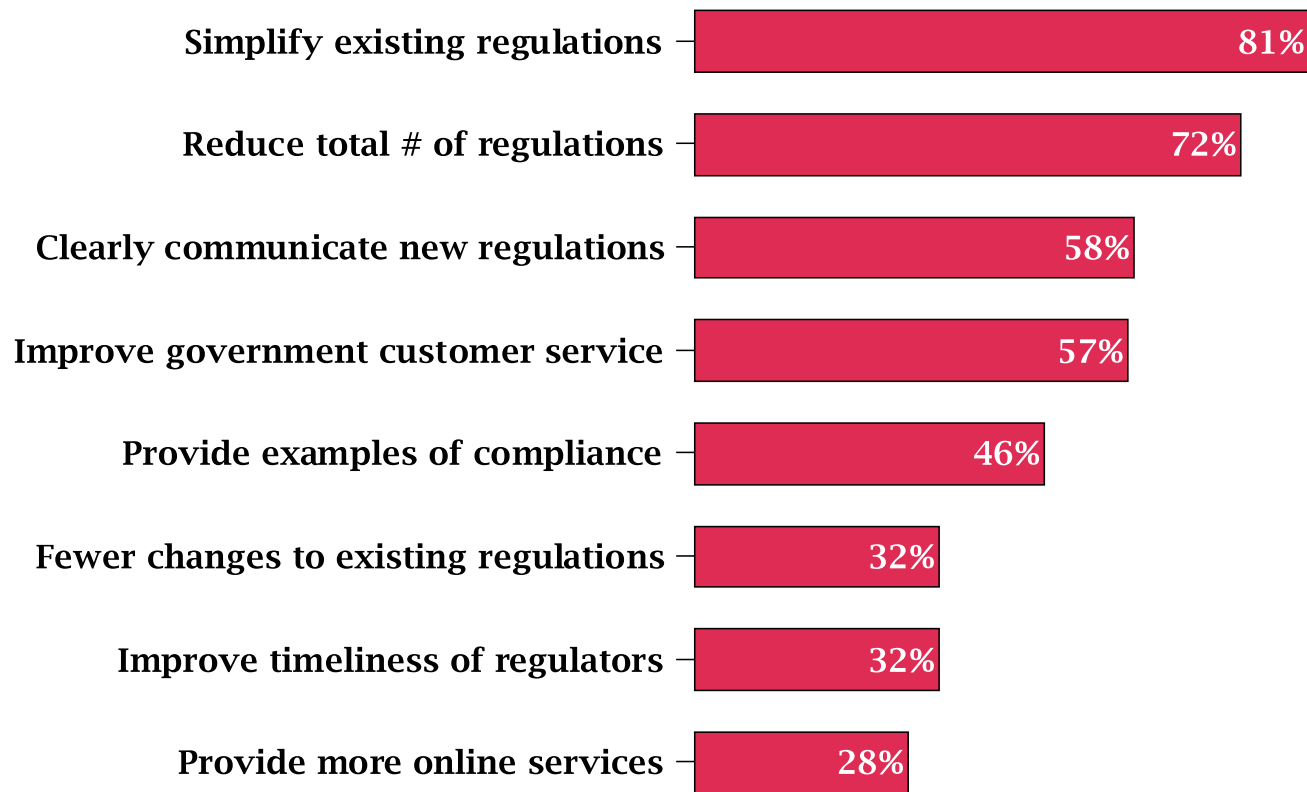
- Measure and publicly report overall burden and customer service measures, permanently
- Political leadership
- Constraints on regulators
- Commitment to customer service

Regulatory Reform: A New Approach

What are the principles of sound reform?

- Think like your customers-small business owners—focus on their priorities, find out what they are

Helping Small Business Comply



A Few More Specifics

- Customer service standards should be incorporated into job descriptions and department plans, should also be publicly reported measures
- Answer the phone and keep voicemail simple, confirm receipt of e-mails
- Front-line staff should have customer service training
- Adopt principle of reverse onus on standards
- Have an effective complaint process
- Do “plain language” audits
- Make sure people can get information in writing

Questions

